Bangladesh Regional Connectivity Project 1:
National Single Window Implementation and Strengthening Customs Modernization
National Board of Revenue (NBR)
IDEB Bhaban (10th Floor), 160/A, Kakrail, Dhaka -1000, Bangladesh

Memo No. 1(99)/ISD/NSW Project/2020/902   Date: 16 June 2022

Project: Bangladesh Regional Connectivity Project 1: National Single Window Implementation & Strengthening Customs Modernization

Contract title: Design, supply, installation, configuration, setup, testing, related services and training for BSW software solution and Automated Risk Management System (ARMS)

Request for Proposals (RFP) No.: NBR-RFP-1A

Addendum No. 1 to RFP No. NBR-RFP-1A

This is for the information of all concerned Proposers that the following amendments have been made to Request for Proposals (RFP) No. NBR-RFP-1A "Design, supply, installation, configuration, setup, testing, related services and training for BSW software solution and Automated Risk Management System (ARMS)" pursuant to ITP Clause 9 of the said RFP:

Sl. No	RFP Reference	Issued RFP	As Amended
Sl.-1	Volume 1. Section II - Proposal Data Sheet (PDS) ITP 20.1 Page 52.	**The deadline for Proposal submission is:** *Date: 27th June 2022* Time: ***12:00 hours Bangladesh Standard Time (BST = GMT + 6:00 hours)***	**The deadline for Proposal submission is:** *Date: 5th July 2022* Time: ***12:00 hours Bangladesh Standard Time (BST = GMT + 6:00 hours)***
Sl.-2	Volume 1. Section IV - Proposal Forms Form 1. Proposal Submission Form - First Stage Technical Proposal. Page 82-84.	ENCLOSURES: Signature Authorization [plus, in the case of a Joint Venture Proposer, list all other authorizations pursuant to ITP Clause 4.1] Attachment 1 Proposer's Eligibility Attachment 2 Updated Proposers Proposer's Qualifications (including Manufacturer's Authorizations and Subcontractor Agreements if and as required) Attachment 3 Subcontractors eligibility & Proposed Subcontractors	ENCLOSURES: Signature Authorization [plus, in the case of a Joint Venture Proposer, list all other authorizations pursuant to ITP Clause 4.1] Attachment 1 Proposer's Eligibility Attachment 2 Updated Proposers Proposer's Qualifications (including Manufacturer's Authorizations and Subcontractor Agreements if and as required) Attachment 3 Subcontractors eligibility & Proposed Subcontractors

Sl. No	RFP Reference	Issued RFP	As Amended
		Attachment 4 Intellectual Property (Software and Materials Lists)	Attachment 4 Intellectual Property (Software and Materials Lists)
		Attachment 5 Conformity of the Information System to the RFP documents	Attachment 5 Conformity of the Information System to the RFP documents
		Attachment 6 Deviations	Attachment 6 Deviations
		Attachment 7 Alternative Proposals	*Attachment 7 Code of Conduct*
		Attachment 8 Conformity of the System with IT policy of Govt. of Bangladesh	*Attachment 8 Local Representative's eligibility & Proposed Local Representative*
Sl.-3	Volume 1. Section IX – Special Conditions of Contract 11. Software License Agreements (GCC Clause 16) GCC 16.1 (a) (iv) Page 214	There are no Special Conditions of Contract applicable to GCC Clause 16.1 (a) (iv)	New Special Conditions of Contract applicable to GCC Clause 16.1 (a) (iv) shall be added as follows: *Wherever the Purchaser's Technical Requirements require any time-bound licenses for the Standard Software (such as 3-year licenses for system software), the period of validity of licenses shall be not less than the required number of years counted from the Operational Acceptance of the System. The Supplier shall pass relevant license agreements to the Purchaser not later than the date of Operational Acceptance of the System.*
Sl.-4	Volume 2. Section VII: Requirements of Information System. Para 3.8.1. General Information Page 87.	The Call Centre would be a centralised support to BSW and will be available 24*7 excluding scheduled or emergency down time. Access online will be through the BSW website (public and government) which will provide contact details (BSW telephone operators), FAQ, and a service call or enquiry. The services of the Call Centre	The Call Centre would be a centralised support to BSW and will be available 24*7 excluding scheduled or emergency down time. Access online will be through the BSW website (public and government) which will provide contact details (BSW telephone operators), FAQ, and a service call or enquiry. The services of the Call Centre will be offered for the public and for BSW users:

Sl. No	RFP Reference	Issued RFP	As Amended
		will be offered for the public and for BSW users: a. prospective private sector stakeholders b. registered private sector stakeholders c. government agency users d. information consumers	a. prospective private sector stakeholders b. registered private sector stakeholders c. government agency users d. information consumers *The supplier needs to establish the call centre. The call centre needs to be operation from the day of the Go-Live of the Ist Module. The supplier needs to provide the call centre service along with all necessary Capex and Opex till the end of warranty period.*
Sl.-5	Volume 2. Section VII: Requirements of Information System. 9.1. List of Trainings to be provided Type of Training: Detailed code design and architecture Training (Front end & Back end) Page 227.	Expected Duration: 1. 1 year (It will start with Supplier starting the development work)	Expected Duration: 1. 1 year (It will start with Supplier starting the development work). *960 hours of training shall be conducted for this in 2 batches with a batch size of 10. This will be mainly in sync with the ongoing development work.*
Sl.-6	Volume 2. Section VII: Requirements of Information System. Para 9.1. List of Trainings to be provided **Certification Training for System/supporting/3rd party Software** Page 228.	*This will be an overseas training* followed by Certification Examination for the *40* participants, who are getting trained on system administration and application troubleshooting. This certification training will be conducted *in batches of 10 participants for 10 days each batch*, primarily in the field of cybersecurity or database administration or any other advanced technology *related to the BSW, RMS and VDB system and its platform.*	*Training will be* followed by Certification Examination for the *20* participants, who are getting trained on system administration and application troubleshooting. This certification training will be conducted *with batch sizes as per para 9.2.2*, primarily in the field of cybersecurity or database administration or any other advanced technology *related to the BSW and ARMS and its platform.* *The Certificates needs to be provided from the recognised accredited agencies.*

Sl. No	RFP Reference	Issued RFP	As Amended
Sl.-7	Volume 2. Section VII: Requirements of Information System. Para 9.2.5. General Guidance for workshops and trainings General Requirements on Training Logistics Page 237.	a) The entire training of identified resources shall be done in batches, with *a batch size not exceeding 30 persons* and each batch having one (1) trainer and *two (1)* demonstrators/assistant trainer.	a) The entire training of identified resources shall be done in batches, with *batch sizes as per para 9.2.2* and each batch having one (1) trainer and *two (2)* demonstrators/assistant trainers.
Sl.-8	Volume 2. Section VII: Requirements of Information System. Para 9.2.5. General Guidance for workshops and trainings General Requirements on Training Logistics Page 237.	c) Training allowance BDT 1000/- per participant per training shall be applicable and to be borne by the Supplier.	c) Training allowance BDT 1000/- per participant per training per day shall be applicable and to be borne by the Supplier. *Maximum allowance for a training will be 5000 BDT*

Sl. No.: Sl-9.
RFP Reference: Volume 1. Section III: Evaluation and Qualification Criteria. Part: Second Stage Financial and Technical Proposals. Para 1: Evaluation of Technical Part (ITP 44). Category (i) - Implementation Approach and Methodologies to be followed – 40 points. Pages 73-74.

Issued RFP

A Project Management Aspects and work plan (24)

Sl No	Sub-category	Score
1	Understanding of BSW and ARMS modules (Proposer needs to describe in details about their understanding of BSW & ARMS) (Maximum 1 page with any Arial font size 10)	2
2	Implementation Approach (Proposer should indicate how they are proposing for implementation of BSW & ARMS along with the rationale of how it meets the desired objectives as per the RFP) (Maximum 4 pages with Arial font size 10)	2
3	Project Management Tool(s) used (Proposer should indicate the various project Management tools to be used for successful project delivery) (Maximum 1 pages with Arial font size 10)	2
4	Change Management Tool(s) used (Proposer should indicate the various project Management tools to be used for successful project delivery) (Maximum 1 pages with Arial font size 10)	2
5	Detailed Project Deliverables Plan with timeline mapping (Proposer should indicate the Project Deliverables Plan in their Technical document)	2
6	Risk management plan (Proposer should indicate their Risk Management Plan indicating their envisaged risk and its mitigation plan for this project.) (Maximum 2 page with Arial font size 10)	2
7	Data management and data migration plan (Proposer should indicate the Data Management & Data Migration Plan to be used for this project.) (Maximum 2 page with Arial font size 10)	2
8	Security and Data Leak Prevention plan (Proposer should indicate the security architecture along with diagram for various security aspects of their solution along with Data Leak Prevention aspects for this project.) (Maximum 2 page with Arial font size 10)	3
9	UI/UX Design Plan (Proposer should indicate sample UI / UX designs using wire frames / other tools with details of how they are going to plan, design, review and	2

	implement the same for this project. The design needs to be responsive) (Maximum 2 page with Arial font size 10)	
10	Work distribution and team composition including local representative team (Proposer should provide a detailed "Work Distribution & Team Composition Plan" in their technical proposal describing the different teams and team members along with their location. It is accepted that the core development team needs to be deployed in Bangladesh along with local team and NBR technical team. Details of various roles and responsibilities in line with RFP is also accepted)	*2*
11	Performance review plan (Proposer needs to submit a proposed "Performance Review Plan" for the entire design, development, and implementation cycle mentioning the indicators, measuring strategy and expected review scopes.)	2
	Total Score	**24**

As Amended

A Project Management Aspects and work plan (24)

Sl No	Sub-category	Score
1	Understanding of BSW and ARMS modules (Proposer needs to describe in details about their understanding of BSW & ARMS) (Maximum 1 page with any Arial font size 10)	2
2	Implementation Approach (Proposer should indicate how they are proposing for implementation of BSW & ARMS along with the rationale of how it meets the desired objectives as per the RFP) (Maximum 4 pages with Arial font size 10)	2
3	Project Management Tool(s) used (Proposer should indicate the various project Management tools to be used for successful project delivery) (Maximum 1 pages with Arial font size 10)	2
4	Change Management Tool(s) used (Proposer should indicate the various project Management tools to be used for successful project delivery) (Maximum 1 pages with Arial font size 10)	2
5	Detailed Project Deliverables Plan with timeline mapping (Proposer should indicate the Project Deliverables Plan in their Technical document)	2
6	Risk management plan (Proposer should indicate their Risk Management Plan indicating their envisaged risk and its mitigation plan for this project.) (Maximum 2 page with Arial font size 10)	2
7	Data management and data migration plan (Proposer should indicate the Data Management & Data Migration Plan to be used for this project.) (Maximum 2 page with Arial font size 10)	2
8	Security and Data Leak Prevention plan	3

Sl No	Sub-category	Score
	(Proposer should indicate the security architecture along with diagram for various security aspects of their solution along with Data Leak Prevention aspects for this project.) (Maximum 2 page with Arial font size 10)	
9	UI/UX Design Plan (Proposer should indicate sample UI / UX designs using wire frames / other tools with details of how they are going to plan, design, review and implement the same for this project. The design needs to be responsive) (Maximum 2 page with Arial font size 10)	2
10	Work distribution and team composition including local representative team (Proposer should provide a detailed "Work Distribution & Team Composition Plan" in their technical proposal describing the different teams and team members along with their location. It is accepted that the core development team needs to be deployed in Bangladesh along with local team and NBR technical team. Details of various roles and responsibilities in line with RFP is also accepted)	3
11	Performance review plan (Proposer needs to submit a proposed "Performance Review Plan" for the entire design, development, and implementation cycle mentioning the indicators, measuring strategy and expected review scopes.)	2
	Total Score	**24**

Sl No.: Sl-10.

RFP Reference: Volume 1. Section IV: Proposal Forms (Page 100-101)

Issued RFP:

3.2.1   Supply and Installation Cost Sub-Table

Line item number: *X.1*

System or sub-system number: 3.2.1

Prices, rates, and subtotals MUST be quoted in accordance with ITP 31 and 32.

| | | | | Unit Prices / Rates | | | | | Total Prices | | | | |
| | | | | Supplied Locally | Supplied from outside the Purchaser's Country | | | Supplied Locally | Supplied from outside the Purchaser's Country | | | |
Compo-nent No.	Component Description	Country of Origin Code	Qua ntity	*BDT*	*BDT*	*foreign currenc y A*	*foreign currency B*	*foreign currency C*	*BDT*	*BDT*	*foreign currenc yA*	*foreign currenc y B*	*foreign currency C*
X.1.1	BSW configuration, customization and development		1										
X.1.2	ARMS configuration, customization and development		1										
X.1.3	System software (database, middleware and other applications) with 3 years of inbuilt licenses		1										
X.1.3.1	- System software-1 with 3 years of inbuilt licenses		1										
X.1.3.2	- System software-2 with 3 years of inbuilt licenses		1										
X.1.3.3	- System software-3 with 3 years of inbuilt licenses		1										
X.1.3.4	…..												
X.1.3.5	- System software-n with 3 years of inbuilt licenses												

Compo-nent No.	Component Description	Country of Origin Code	Qua ntity	Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country				Supplied Locally	Supplied from outside the Purchaser's Country			
				BDT	*BDT*	*foreign currenc y A*	*foreign currency B*	*foreign currency C*	*BDT*	*BDT*	*foreign currenc yA*	*foreign currenc y B*	*foreign currency C*
X.1.4	Commissioning of entire applications (BSW and ARMS)		1										
X.1.5	User Acceptance Testing (UAT) Completion		1										
X.1.6	Completion of all sorts of Testing (functional, performance, security, etc.)		1										
X.1.7	Go-Live (country wide rollout) of entire project		1										
X.1.8	Warranty for 1 Year for BSW & ARMS		1										
	Table 3.2.1 Totals												

Note: - - indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

Page **9** of **55**

As Amended:

3.2.1   Supply and Installation Cost Sub-Table

Line item number: *X.1*

System or sub-system number: 3.2.1

Prices, rates, and subtotals MUST be quoted in accordance with ITP 31 and 32.

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country				Supplied Locally	Supplied from outside the Purchaser's Country			
Compo nent No.	Component Description	Country of Origin Code	Qua ntity	*BDT*	*BDT*	*foreign currenc y A*	*foreign currency B*	*foreign currency C*	*BDT*	*BDT*	*foreign currenc yA*	*foreign currenc y B*	*foreign currency C*
X.1.1	BSW configuration, customization and development		1										
X.1.2	ARMS configuration, customization and development		1										
X.1.3	System software (database, middleware and other applications) with 3 years of inbuilt licenses		1										
X.1.3.1	- System software-1 with 3 years of inbuilt licenses		1										
X.1.3.2	- System software-2 with 3 years of inbuilt licenses		1										
X.1.3.3	- System software-3 with 3 years of inbuilt licenses		1										
X.1.3.4	…..												
X.1.3.5	- System software-n with 3 years of inbuilt licenses												
X.1.4	Commissioning of entire applications (BSW and ARMS)		1										

Compo nent No.	Component Description	Country of Origin Code	Qua ntity	Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country				Supplied Locally	Supplied from outside the Purchaser's Country			
				BDT	BDT	foreign currenc y A	foreign currency B	foreign currency C	BDT	BDT	foreign currenc yA	foreign currenc y B	foreign currency C
X.1.5	User Acceptance Testing (UAT) Completion		1										
X.1.6	Completion of all sorts of Testing (functional, performance, security, etc.)		1										
X.1.7	Go-Live (country wide rollout) of entire project		1										
X.1.8	Warranty for 1 Year for BSW & ARMS		1										
X.1.9	*Establishment & operational cost for Call Centre*		*1*										
								Table 3.2.1 Totals					

Name of Proposer:	
Authorized Signature of Proposer:	

Sl No.: Sl-11.

RFP Reference: Volume 1. Section IV: Proposal Forms (Page 103)

Issued RFP:

3.3 Training Cost Sub Table

Prices, rates, and subtotals MUST be quoted in accordance with ITP 31 and 32

Component No.	Component Description	Country of Origin Code	Quantity	Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country				Supplied Locally	Supplied from outside the Purchaser's Country			
				BDT	*BDT*	*foreign currency A*	*foreign currency B*	*foreign currency C*	*BDT*	*BDT*	*foreign currency A*	*foreign currency B*	*foreign currency C*
	User Sensitization Workshop (for at least *750* persons)		*5*										
	Executive level training		*100*										
	Role Based Training		*2830*										
	Risk Management Training		*155*										
	Training of Trainers		*200*										
	System Admin Training		*40*										
	Certification Training		*20*										
								3.3 Totals					

Note: - - indicates not applicable.

Name of Proposer:		
Authorized Signature of Proposer:		

As Amended:

3.3 Training Cost Sub Table

Prices, rates, and subtotals MUST be quoted in accordance with ITP 31 and 32

Component No.	Component Description	Country of Origin Code	Quantity	Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country				Supplied Locally	Supplied from outside the Purchaser's Country			
				BDT	BDT	*foreign currency A*	*foreign currency B*	*foreign currency C*	BDT	BDT	*foreign currency A*	*foreign currency B*	*foreign currency C*
	User Sensitization Workshop (for at least *790* persons)		8										
	Executive level training		5										
	Role Based Training		98										
	Trading Community Stakeholders Training		25										
	Training of Trainers		7										
	Risk Management Training		6										
	System Admin Training		2										
	Certification Training		2										
	Detailed code design and architecture Training (Front end & Back end)		2										
							3.3 Totals						

Name of Proposer:	
Authorized Signature of Proposer:	

Sl. No.: Sl-12.
RFP Reference: Volume 2. Section VII: Requirements of Information System. Para 3.4.2: List of CLPIAs and CLPs. Table 17: Details of CLPIA and associated CLPs. Pages 63-64

Issued RFP:

Table 17: Details of CLPIA and associated CLPs

S/No	Name of CLPIA	Total CLPs for Import/ Export	Number of CLP currently online	Number of CLP currently manual	Current ICT System	Annual Transaction Volume
1	Chief Controller of Imports & Exports (CCIE)	18	18	0	On Licensing Module (OLM)	100,000
2	Bangladesh Economic Zones Authority (BEZA)	2	2	0	One Stop System (OSS-BEZA)	2,000
3	Bangladesh Export Processing Zones Authority (BEPZA)	2	2	0	One Stop System (OSS-BEPZA)	575,921
4	Export Promotion Bureau (EPB)	9	0	9		7,000
5	Bangladesh Knitwear Manufacturers & Exporters Association (BKMEA)	6	0	6		25,900
6	Department of Fisheries (DoF)	9	0	9		10,350
7	Bangladesh Standards & Testing Institute (BSTI)	2	0	2		5,500
8	Plant Quarantine Wing, Department of Agriculture Extension (PQW)	5	1	3	PQW Application System	240,211
9	Directorate General for Drug Administration (DGDA)	7	2	5	DGDA System	20,200
10	Bangladesh Garments Manufacturers & Exporters Association (BGMEA)	6	2	5	BGMEA System	210,355
11	Department of Livestock (DLS)	10	3	7	DLS System	
12	Bangladesh Atomic Energy Commission (BAEC)	4	0	4		
13	Department of Explosives (DoE)	8	0	8		

S/No	Name of CLPIA	Total CLPs for Import/ Export	Number of CLP currently online	Number of CLP currently manual	Current ICT System	Annual Transaction Volume
14	Bangladesh Investment Development Authority (BIDA)	10	7	3	BIDA System	
15	Ministry of Civil Aviation & Tourism (CAT)	2	0	2		
16	Bangladesh Telecommunication Regulatory Commission (BTRC)	5	4	1	BRTC System	
17	Bangladesh Atomic Energy Regulatory Authority (BAERA)	3	0	3		
18	Bangladesh National Authority for Chemical Weapons Convention	1	0	1		4
19	Department of Environment	1	0	1		10

As Amended:

Table 17: Details of CLPIA and associated CLPs

S/No	Name of CLPIA	Total CLPs for Import/ Export	Number of CLP currently online	Number of CLP currently manual	Current ICT System	Annual Transaction Volume
1	Chief Controller of Imports & Exports (CCIE)	18	18	0	On Licensing Module (OLM)	100,000
2	Bangladesh Economic Zones Authority (BEZA)	2	2	0	One Stop System (OSS-BEZA)	2,000
3	Bangladesh Export Processing Zones Authority (BEPZA)	2	2	0	One Stop System (OSS-BEPZA)	575,921
4	Export Promotion Bureau (EPB)	9	0	9		7,000
5	Bangladesh Knitwear Manufacturers & Exporters Association (BKMEA)	6	0	6		25,900
6	Department of Fisheries (DoF)	9	0	9		10,350
7	Bangladesh Standards & Testing Institute (BSTI)	2	0	2		5,500
8	Plant Quarantine Wing, Department of Agriculture Extension (PQW)	*4*	*2*	*2*	PQW Application System	240,211
9	Directorate General for Drug Administration (DGDA)	7	2	5	DGDA System	20,200
10	Bangladesh Garments Manufacturers & Exporters Association (BGMEA)	6	2	*4*	BGMEA System	210,355
11	Department of Livestock (DLS)	10	3	7	DLS System	
12	Bangladesh Atomic Energy Commission (BAEC)	4	0	4		
13	Department of Explosives (DoE)	8	0	8		
14	Bangladesh Investment Development Authority (BIDA)	10	7	3	BIDA System	
15	Ministry of Civil Aviation & Tourism (CAT)	2	0	2		

S/No	Name of CLPIA	Total CLPs for Import/ Export	Number of CLP currently online	Number of CLP currently manual	Current ICT System	Annual Transaction Volume
16	Bangladesh Telecommunication Regulatory Commission (BTRC)	5	4	1	BRTC System	
17	Bangladesh Atomic Energy Regulatory Authority (BAERA)	3	0	3		
18	Bangladesh National Authority for Chemical Weapons Convention	1	0	1		4
19	Department of Environment	1	0	1		10

Sl No.: Sl-13.
RFP Reference: Volume 2. Section VII: Requirements of Information System. Para 3.4.2: List of CLPIAs and CLPs.
Table 18: CLPIAs IT Systems. Pages 64-69.

Issued RFP:

Table 18: CLPIAs IT Systems

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
BSTI	1. NOC to Customs to discharge imported goods	Manual	2	**BSW to provide CLP Module**
	2.Test report /certificate of analysis in terms of FSSAI India	Manual		
PQW	1. Phytosanitary Certificate for plants and plant products	Online	4	**PQW Application System**
	2. Import Permit to import plant or plant products	Online		
	3. Release Order	Manual		**BSW to provide CLP Module**
	4. Anchorage Permit	Manual		
CCIE	1. Import Permit	Online	18	**BSW needs to integrate with their ONLINE LICENSING MODULE (OLM)**
	2. Import Registration Certificate (lRC)	Online		
	3. Renewal of Import Registration Certificate (lRC)	Online		
	4. Export Registration Certificate (ERC)	Online		
	5. Renewal of Export Registration Certificate (ERC)	Online		
	6. Multinational Export Registration Certificate (ERC)	Online		
	7. Renewal of Multinational Export Registration Certificate (ERC)	Online		
	8. Multinational Import Registration Certificate (IRC)	Online		
	9. Renewal of Multinational Export Registration Certificate (IRC)	Online		
	10. Import Permit to import explosives products and firearm	Online		
	11. Export Permit to return goods which arrives erroneously	Online		
	12. Approval for re-export	Online		
	13. lmport Permit on Returnable Basis	Online		

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
	14. Export Permit	Online		
	15. Export-Cum-Import Permit	Online		
	16. Clearance Permit	Online		
	17. Prior Permission (PP)	Online		
	18. Permission for Import and Export of defective RMG goods	Online		
EPB	1. Registration of the new export-oriented RMG Industry	Manual	9	BSW to provide CLP Module
	2. Renewal of the registration of export-oriented RMG Industry	Manual		
	3. Registration of the new export-oriented Non-textile Industry	Manual		
	4. Renewal of the registration of export-oriented Non-textile Industry	Manual		
	5. APTA Certificate of Origin	Manual		
	6. Certificate of Origin for Preferential tariff for Least-Developed Countries	Manual		
	7. Certificate of Origin for China	Manual		
	8. SAFTA Certificate of Origin	Manual		
	9. SAPTA Certificate of Origin	Manual		
DGDA	1. License to export Drug	Manual	7	BSW to provide CLP Module
	2. Renewal of license to export Drug	Manual		
	3. Registration to import Drug	Manual		
	4. Renewal of the registration to import Drug	Manual		
	5. Clearance Certificate to Customs to release imported Drug and raw materials.	Online		BSW needs to integrate with their DGDA System
	6. Pre-approval of Block List to import raw material and package of Drug	Online		
	7. No objection Certificate (NOC) to import Drug	Manual		BSW to provide CLP Module
BKMEA	1. Utilization Declaration (UD)	Partially Online	6	BSW to provide CLP Module
	2. Amendment of UD	Manual		
	3. Export Order	Manual		
	4. Machinery Release Certificate	Manual		

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
	5. Cost free certificate (for C M based factory, sample import)	Manual		
	6. Certificate of Origin (CoO)	Manual		
BGMEA	1. Certificate of Origin (CoO)	Online	6	BSW needs to integrate with their BGMEA System
	2. Utilization Declaration (UD)	Online		
	3. Amendment of UD	Manual		BSW to provide CLP Module
	4. Machinery Release Certificate	Manual		
	5. Export Order	Manual		
	6. Cost Free Certificate	Manual		
DoF	1. License for Non-packer fish and fish products exporter	Manual	9	BSW to provide CLP Module
	2. License for Live and chilled fish exporter	Manual		
	3. License for Fish feed importers	Manual		
	4. Registration of export-oriented Fish/shrimp farm	Manual		
	5. NOC to import fish, fish products and fish feed	Manual		
	6. NOC to import Mesh (Net)	Manual		
	7. Inspection Certificate for the export consignment	Manual		
	8. Health/ Salubrity certificates for export of fish and fish products	Manual		
	9. EU/Russian Veterinary certificate for export of fish and fish products	Manual		
BEZA	1. Export Permit	Online	2	BSW needs to integrate with their BEZA-One Stop Service (OSS) System
	2. Import Permit	Online		
BEPZA	1. Export Permit	Online	2	BSW needs to integrate with their BEPZA-One Stop Services (OSS) System
	2. Import Permit	Online		
DLS	1. License for Animal Feed exporter	Manual	10	BSW to provide CLP Module
	2. License for Animal Feed importer	Manual		
	3. License for Veterinary Drug exporter	Manual		
	4. License for Veterinary Drug importer	Manual		

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
	5. No Objection Certificate (NOC) to import Animal Feed	Manual		
	6. No Objection Certificate (NOC) to import / Veterinary Drug	Manual		
	7. Veterinary Health Certificate (VHC) for exporters	Manual		
	8. Import Permit to import One day old chick	Online		BSW needs to integrate with BLS System
	9. NOC to export Pet Animal	Online		
	10. NOC to import Pet Animal	Online		
BAEC	1. Radiation Certificate for imported food products (not required for imports from SAARC countries)	Manual	4	BSW to provide CLP Module
	2. Radiation Limit checking of the exportable foods and other goods	Manual		
	3. Radiation Limit checking of the exportable iron scrap	Manual		
	4. Elemental Analysis (Lead and Mercury) Certificate for frozen fish exports; done only in Dhaka	Manual		
DoE	1. License to import of Gas Cylinders and Valves	Manual	8	BSW to provide CLP Module
	2. License to import of LPG	Manual		
	3. License to import of Calcium Carbide	Manual		
	4. License to import of Explosives	Manual		
	5. License to import Explosives through Land Road	Manual		
	6. License to import Explosives through Air and waterway	Manual		
	7. NOC to import Explosives Products (Petroleum)	Manual		
	8. License to import of Petroleum	Manual		
BIDA	1. Registration of Foreign Investment	Online	10	BSW needs to integrate with BIDA System
	2. Registration of Local Investment	Online		
	3. Registration of Industrial Investment Project	Online		
	4. Recommendation to issue 1stAd-hoc Industrial IRC	Manual		BSW to provide CLP Module
	5. Recommendation to issue 2ndAd-hoc Industrial IRC	Manual		
	6. Recommendation to regularize Industrial IRC	Manual		
	7. Approval of Foreign Borrowing	Online		BSW needs to integrate with

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
	8. Visa Recommendation for Foreign Investors / Workers	Online		BIDA System
	9. Approval/ Extension of Work Permit for Expatriate	Online		
	10. Approval/ Renewal of Branch/Liaison and Representative Office	Online		
CAT	1. NOC for Aircraft Import	Manual	2	BSW to provide CLP Module
	2. Flying worthiness Certificate	Manual		
BRTC	1. NOC to import Radio Equipment	Online	5	BSW needs to integrate with BRTC System
	2. Release Certificate to discharge imported Radio Equipment	Manual		BSW to provide CLP Module
	3. NOC to import Mobile Phone	Online		BSW needs to integrate with BRTC System
	4. NOC to import Satellite Phone	Online		
	5. NOC to import telecommunication materials	Online		
BAERA	1. License to Export/Import radioactive/atomic products	Manual	3	BSW to provide CLP Module
	2. Export/Import Permit of atomic products	Manual		
	3. NOC to Export/Import Non-ionizing radioactive products	Manual		
BNACWC	1. Enrollment for Importation or Exportation of Schedules Chemical	Manual	1	BSW to provide CLP Module
Dept of Environment	1. No objection Certificate (NoC) for importation of materials	Manual	1	BSW to provide CLP Module
		Total	*110*	

As Amended:

Table 18: CLPIAs IT Systems

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
BSTI	1. NOC to Customs to discharge imported goods	Manual	2	**BSW to provide CLP Module**
	2.Test report /certificate of analysis in terms of FSSAI India	Manual		
PQW	1. Phytosanitary Certificate for plants and plant products	Online	4	**PQW Application System**
	2. Import Permit to import plant or plant products	Online		
	3. Release Order	Manual		**BSW to provide CLP Module**
	4. Anchorage Permit	Manual		
CCIE	1. Import Permit	Online	18	**BSW needs to integrate with their ONLINE LICENSING MODULE (OLM)**
	2. Import Registration Certificate (lRC)	Online		
	3. Renewal of Import Registration Certificate (lRC)	Online		
	4. Export Registration Certificate (ERC)	Online		
	5. Renewal of Export Registration Certificate (ERC)	Online		
	6. Multinational Export Registration Certificate (ERC)	Online		
	7. Renewal of Multinational Export Registration Certificate (ERC)	Online		
	8. Multinational Import Registration Certificate (IRC)	Online		
	9. Renewal of Multinational Export Registration Certificate (IRC)	Online		
	10. Import Permit to import explosives products and firearm	Online		
	11. Export Permit to return goods which arrives erroneously	Online		
	12. Approval for re-export	Online		
	13. lmport Permit on Returnable Basis	Online		
	14. Export Permit	Online		
	15. Export-Cum-Import Permit	Online		
	16. Clearance Permit	Online		
	17. Prior Permission (PP)	Online		

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
	18. Permission for Import and Export of defective RMG goods	Online		
EPB	1. Registration of the new export-oriented RMG Industry	Manual	9	BSW to provide CLP Module
	2. Renewal of the registration of export-oriented RMG Industry	Manual		
	3. Registration of the new export-oriented Non-textile Industry	Manual		
	4. Renewal of the registration of export-oriented Non-textile Industry	Manual		
	5. APTA Certificate of Origin	Manual		
	6. Certificate of Origin for Preferential tariff for Least-Developed Countries	Manual		
	7. Certificate of Origin for China	Manual		
	8. SAFTA Certificate of Origin	Manual		
	9. SAPTA Certificate of Origin	Manual		
DGDA	1. License to export Drug	Manual	7	BSW to provide CLP Module
	2. Renewal of license to export Drug	Manual		
	3. Registration to import Drug	Manual		
	4. Renewal of the registration to import Drug	Manual		
	5. Clearance Certificate to Customs to release imported Drug and raw materials.	Online		BSW needs to integrate with their DGDA System
	6. Pre-approval of Block List to import raw material and package of Drug	Online		
	7. No objection Certificate (NOC) to import Drug	Manual		BSW to provide CLP Module
BKMEA	1. Utilization Declaration (UD)	Partially Online	6	BSW to provide CLP Module
	2. Amendment of UD	Manual		
	3. Export Order	Manual		
	4. Machinery Release Certificate	Manual		
	5. Cost free certificate (for C M based factory, sample import)	Manual		
	6. Certificate of Origin (CoO)	Manual		
BGMEA	1. Certificate of Origin (CoO)	Online	6	BSW needs to integrate with their BGMEA System
	2. Utilization Declaration (UD)	Online		

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
	3. Amendment of UD	Manual		BSW to provide CLP Module
	4. Machinery Release Certificate	Manual		
	5. Export Order	Manual		
	6. Cost Free Certificate	Manual		
DoF	1. License for Non-packer fish and fish products exporter	Manual	9	BSW to provide CLP Module
	2. License for Live and chilled fish exporter	Manual		
	3. License for Fish feed importers	Manual		
	4. Registration of export-oriented Fish/shrimp farm	Manual		
	5. NOC to import fish, fish products and fish feed	Manual		
	6. NOC to import Mesh (Net)	Manual		
	7. Inspection Certificate for the export consignment	Manual		
	8. Health/ Salubrity certificates for export of fish and fish products	Manual		
	9. EU/Russian Veterinary certificate for export of fish and fish products	Manual		
BEZA	1. Export Permit	Online	2	BSW needs to integrate with their BEZA-One Stop Service (OSS) System
	2. Import Permit	Online		
BEPZA	1. Export Permit	Online	2	BSW needs to integrate with their BEPZA-One Stop Services (OSS) System
	2. Import Permit	Online		
DLS	1. License for Animal Feed exporter	Manual	10	BSW to provide CLP Module
	2. License for Animal Feed importer	Manual		
	3. License for Veterinary Drug exporter	Manual		
	4. License for Veterinary Drug importer	Manual		
	5. No Objection Certificate (NOC) to import Animal Feed	Manual		
	6. No Objection Certificate (NOC) to import / Veterinary Drug	Manual		
	7. Veterinary Health Certificate (VHC) for exporters	Manual		
	8. Import Permit to import One day old chick	Online		BSW needs to integrate with

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
	9. NOC to export Pet Animal	Online		BLS System
	10. NOC to import Pet Animal	Online		
BAEC	1. Radiation Certificate for imported food products (not required for imports from SAARC countries)	Manual	4	BSW to provide CLP Module
	2. Radiation Limit checking of the exportable foods and other goods	Manual		
	3. Radiation Limit checking of the exportable iron scrap	Manual		
	4. Elemental Analysis (Lead and Mercury) Certificate for frozen fish exports; done only in Dhaka	Manual		
DoE	1. License to import of Gas Cylinders and Valves	Manual	8	BSW to provide CLP Module
	2. License to import of LPG	Manual		
	3. License to import of Calcium Carbide	Manual		
	4. License to import of Explosives	Manual		
	5. License to import Explosives through Land Road	Manual		
	6. License to import Explosives through Air and waterway	Manual		
	7. NOC to import Explosives Products (Petroleum)	Manual		
	8. License to import of Petroleum	Manual		
BIDA	1. Registration of Foreign Investment	Online	10	BSW needs to integrate with BIDA System
	2. Registration of Local Investment	Online		
	3. Registration of Industrial Investment Project	Online		
	4. Recommendation to issue 1st Ad-hoc Industrial IRC	Manual		BSW to provide CLP Module
	5. Recommendation to issue 2nd Ad-hoc Industrial IRC	Manual		
	6. Recommendation to regularize Industrial IRC	Manual		
	7. Approval of Foreign Borrowing	Online		BSW needs to integrate with BIDA System
	8. Visa Recommendation for Foreign Investors / Workers	Online		
	9. Approval/ Extension of Work Permit for Expatriate	Online		
	10. Approval/ Renewal of Branch/Liaison and Representative Office	Online		
CAT	1. NOC for Aircraft Import	Manual	2	BSW to provide CLP

CLPIA	Name of CLP	Automation Status	Total CLPs	Name of IT System
	2. Flying worthiness Certificate	Manual		Module
BRTC	1. NOC to import Radio Equipment	Online	5	BSW needs to integrate with BRTC System
	2. Release Certificate to discharge imported Radio Equipment	Manual		BSW to provide CLP Module
	3. NOC to import Mobile Phone	Online		BSW needs to integrate with BRTC System
	4. NOC to import Satellite Phone	Online		
	5. NOC to import telecommunication materials	Online		
BAERA	1. License to Export/Import radioactive/atomic products	Manual	3	BSW to provide CLP Module
	2. Export/Import Permit of atomic products	Manual		
	3. NOC to Export/Import Non-ionizing radioactive products	Manual		
BNACWC	1. Enrollment for Importation or Exportation of Schedules Chemical	Manual	1	BSW to provide CLP Module
Dept of Environment	1. No objection Certificate (NoC) for importation of materials	Manual	1	BSW to provide CLP Module
		Total	*109*	

Sl No.: Sl-14.

RFP Reference: Volume 2. Section VII: Requirements of Information System (Page 213-219)

Issued RFP:

Para 8.1. Qualification and experience of the key resources

This project requires 3 separate teams as follows:

a. **A functional and technical team** to address the functional and technical requirements, solution design, development, and testing needs including all aspects of hardware and systems software installation and configuration

b. **An implementation team** to address the project rollout needs, user communications and handholding support to the stakeholder organisations and NSW Commissionerate that will use the BSW solution and

c. **A capacity building team** that focuses on all participating CLPIAs, other agencies and NSW Commissionerate and assists them to standardise their business procedures and understand and incorporate service level standards within their operations. This capacity building effort should contribute towards effective change management and introduction of automated solutions and interface with BSW operations.

*The key personnel for the **Functional and Technical** team must have an adequate mix of the following qualifications*

a. *advanced degrees in commerce/accounting, engineering, information technologies, human resource management processes, business or public administration or similarly relevant disciplines and experience;*

b. *at least 10 years of working expertise in latest web development technologies and security systems.*

c. *operating experience in conducting such assignments in government sector, preferably in Bangladesh and/or South or South-east Asia;*

d. *a clearly identified capability, supported by previous client references, to impart real knowledge and understanding of modern system solutions to reflect the clear need to provide a robust technical solution that meets the highest quality standards and ability to work effectively in the government sector; and*

e. *Fluency in English and excellent report-writing and human relations skills.*

The following are the qualifications for some of the key roles in the technical team:

No,	Position	Qualifications
1	Project Manager - International	▪ Advanced degree in Information Technology, Business or related field ▪ Over 15 years of experience in managing large systems development and deployment projects within Government and/or Public Sector ▪ Experience of handling NSW implementation and deployment ▪ Preferably familiar with World Bank Procurement Standards & Procedures ▪ Must have PMP / PRINCE 2 certificate

No,	Position	Qualifications
		- Knowledge of ITIL Operations Procedures will be beneficial - Must have proven leadership qualities to lead a team of international experts as well as collaborate with GoB Counterpart Team - Must have excellent communications and report writing skills *Fluency in Bengali will be an added advantage*
3	Solution and Technology & Architecture Expert - International	- Advanced degree in Information Technology or related field - Over 12 years of experience in managing infrastructure for large systems preferably within Government and/or Public Sector - Over 10 years of experience in designing technology architecture solutions - Must have knowledge of NSW implementation - Must have TOGAF / equivalent certification - Knowledge of ITIL operations procedures - Must have proven leadership qualities to lead a technical team of international experts as well as collaborate with GoB Counterpart Team - Must have excellent communications and report writing skills
4	Software Design & Development Expert – International (Web Development Specialist)	- Advanced degree in Information Technology or related field - Over 15 years of experience in managing web based software development for large systems preferably within Government and/or Public Sector - Must have Knowledge of NSW implementation - Knowledge of ITIL operations procedures - Must have proven leadership qualities to lead a technical team of international experts as well as collaborate with GoB Counterpart Team
5	Testing & Quality Assurance Expert - International	- Advanced degree in Information Technology or related field - Over 10 years of experience in testing of software and quality assurance of technical outputs preferably within Government and/or Public Sector - Test Manager certified - Must have proven leadership qualities to lead a technical team of international experts as well as collaborate with GoB Counterpart Team
6	Configuration & Documentation Expert – International	- Advanced degree in Information Technology or related field - Over *12* years of experience in managing infrastructure configurations and security systems for large enterprises preferably within Government and/or Public Sector - Over 10 years of experience of working with complex technical environment consisting of servers, controllers, databases, internet security and related hardware and systems software - Over 10 years of experience of managing software versions, releases and maintaining currency of technical documentation - Knowledge of ITIL operations procedures - Must have excellent communications and report writing skills

No,	Position	Qualifications
7	Senior Database Designer Cum Administrator – International	▪ Advanced degree in Information Technology or related field ▪ Over 15 years of experience in designing and managing enterprise level RDBMS preferably within Government and/or Public Sector ▪ Over 10 years of integrating RDBMS with web-based solutions preferably within Government and/or Public Sector ▪ Experience of NSW implementation & Design
8	Security Specialist - International	▪ Advanced degree in Information Technology or related field ▪ Over 10 years of experience in managing enterprise level security environments, of which at least 5 years must be with managing security for web-based solutions, preferably within Government and/or Public Sector ▪ Requisites Security Certifications
9	Other Experts –*mix of International and National,* as required	In addition to the above key roles, the technical team may have other team members for the following areas; • Business Needs Analysis *(mix of International & National staff)* • Solution Design *(mix of International & National staff)* • Database Administration *(mix of International & National staff)* • Programming • Technical support • Documentation • Testing • Systems Software &Data Communications support *(mix of International & National staff)* • Systems security configuration and monitoring *(mix of International & National staff)* • Office Administration *(National Staff)* Any other roles that may be deemed necessary for the project. *Fluency in Bengali is* **preferred**

The key personnel for the **Implementation team** *must have an adequate mix of the following qualifications*

a. *advanced degrees in economics, psychology, accounting, information technologies, human resource management processes, business or public administration or similarly relevant disciplines and experience;*
b. *at least 10 years of working expertise in Government Customs, Human Resource Management, Business Processes, Change Management and Communications.*
c. *at least 15 years of working experience in project management, border operations, procurement, information technologies, human resource and other relevant areas;*
d. *all key consultants must have recent operational experience with, or detailed exposure to, the types of modern customs procedures and methods, human resources systems most likely to form part of the ultimate solution;*

e. *operating experience in conducting such assignments in government sector, preferably in Bangladesh and/or South or South East Asia;*
f. *a clearly identified capability, supported by previous client references, to impart real knowledge and understanding of modern system solutions to reflect the clear need to provide a significant awareness raising and education process at all levels of government; and*
g. *Fluency in English and excellent report-writing and human relations skills.*

The following is the qualifications for some of the key roles in the implementation team:

No,	Position	Qualifications
1	Development and Implementation Team Leader - International	▪ Graduate or advanced degree in Information Technology, Business or related field ▪ Over 15 years of experience in managing large projects within Government and/or Public Sector ▪ Must have prior experience in developing change and communication strategy during major change process preferably in Government Sector ▪ Must have prior experience of implementing web based solutions that involved substantial Change and Communication Management leveraging Business Process Re-engineering and/or Improvement initiatives ▪ Preferably familiar with World Bank Procurement Standards & Procedures ▪ Must have proven leadership qualities to lead the implementation team as well as collaborate with GoB Counterpart Team ▪ Must have excellent communications and report writing skills ▪ *Fluency in Bengali will be an added advantage*
2	Communications &Training Specialist - National	▪ Advanced degree in Education or related field ▪ Over 10 years of experience of working in and/or advising in the area of training and communications in Government reform ▪ Must have prior experience in developing change and communication strategy during major change process preferably in Government Sector ▪ Must have prior experience in executing and coordinating change and communication strategy during major change process preferably in Government Sector ▪ Must have prior experience in sustaining communications (internal and external) in major organisations preferably in Government ▪ Must have prior experience in training needs analysis and design, especially in Government Sector ▪ Must have excellent communications and report writing skills ▪ *Fluency in Bengali is **essential**.*
3	Change Management Expert - International	▪ Advanced degree in Communications, Education or related field ▪ Over 5 years of experience of working in and/or advising in the area of business process improvement and change management in Government reform

No,	Position	Qualifications
		- Must have prior experience in executing and coordinating change and communication strategy during major change process preferably in Government Sector - Must have prior experience in sustaining communications (internal and external) in major organisations preferably in Government - Must have excellent communications and report writing skills *Fluency in Bengali will be an added advantage*
5	Expert in International Trade & Tariffs - International	- Advanced degree in Economics, Accounting, Business Management or related field - Over 15 years of experience in the Customs sector - Must have prior experience in developing risk management strategies - Must have prior experience of working with risk management automated solutions - Must have prior experience of business process improvement through devising risk management methods for large customs operations - Preferably familiar with World Bank Procurement Standards & Procedures - Must have excellent communications and report writing skills - Fluency in Bengali will be an added advantage
6	BSW Operations Expert - International	- Advanced degree in Economics, Accounting, Business Management or related field - Over 15 years of experience in senior management roles, preferably in public sector - Must have prior experience in planning for outsourced ICT operations - Must have prior experience of monitoring and assessing performance of PPP operations - Must have preferably led an outsourced ICT operation in a similar area before - Preferably familiar with World Bank Procurement Standards & Procedures - Must have excellent communications and report writing skills *Fluency in Bengali will be an added advantage*
7	Other Experts - *National*	In addition to the above key roles, the implementation team may have other team members for the following areas; - Technical Document Writers to prepare documents, if required - Trainers and workshop facilitators - Information gathering - Liaison and communications with people in GAs as relevant - Document Translator(s), if required, to translate existing documents into English, as required and to provide documentation for review by GoB in Bengali

No,	Position	Qualifications
		Any other roles that may be deemed necessary for the project.
		*Fluency in Bengali is **essential***

*The key personnel for the **Capacity building team** must have an adequate mix of the following qualifications*

    a. *advanced degrees in International Trade, supply chain, commerce/accounting, engineering, information technologies, human resource management processes, business or public administration or similarly relevant disciplines and experience;*

    b. *At least 12 years of experience of managing project for implantation of National Single window or customs management system*

    c. *at least 10 years of working expertise in latest web development technologies and security systems.*

    d. *At least 10 years of working experience in large scale databased designing and administration*

    e. *operating experience in conducting such assignments in government sector, preferably in Bangladesh and/or South or South-east Asia;*

    f. *a clearly identified capability, supported by previous client references, to impart real knowledge and understanding of modern system solutions to reflect the clear need to provide a robust technical solution that meets the highest quality standards and ability to work effectively in the government sector; and*

    g. *Fluency in English and excellent report-writing and human relations skills.*

    h. *Some team members must be fluent in Bengali*

*The following is the qualifications for some of the key roles in the **Capacity building team**:*

No,	Position	Qualifications
1	Change Management and Capacity Building Team Leader - International	▪ Advanced degree in Training management or change management or Human Resource management or related field ▪ Must have at least 10 years of experience of carrying out performance improvement and/or organisational transition in a government sector, preferably in the area of trade facilitation ▪ Must be experienced in transition of organisation charts and be able to define/align job descriptions to work effectively with automated systems solutions ▪ Must have excellent communications and report writing skills
2	Business Process Improvement - International	▪ Advanced degree in Communications, Education or related field ▪ Over 5 years of experience of working in and/or advising in the area of business process improvement and change management in Government reform

No,	Position	Qualifications
		- Must have prior experience in executing and coordinating change and communication strategy during major change process preferably in Government Sector - Must have prior experience in sustaining communications (internal and external) in major organisations preferably in Government - Must have excellent communications and report writing skills *Fluency in Bengali will be an added advantage*
3	Capacity Building Coach - National	- Degree in Education, Psychology or related field - Over 10 years of experience developing HR Planning in major organizations - Must have prior experience in HR needs analysis, especially for Government agencies - Must be familiar with tools & techniques of managing HR issues related to major change within organisations - Must have excellent communications and report writing skills - Fluency in Bengali is **essential**.
4	Other Experts - National	In addition to the above key roles, the implementation team may have other team members for the following areas; - Technical Document Writers to prepare documents - Trainers and workshop facilitators - Information gathering - Liaison and communications with people in GAs as relevant - Document Translator(s), if required, to translate existing documents into English and/or Bengali, as required and to provide documentation for review by GoB in Bengali Any other roles that may be deemed necessary for the project. *Fluency in Bengali is* **essential**

As Amended:

Para 8.1. Qualification and experience of the key resources

This project requires 3 separate teams as follows:

a. **A functional and technical team** to address the functional and technical requirements, solution design, development, and testing needs including all aspects of hardware and systems software installation and configuration
b. **An implementation team** to address the project rollout needs, user communications and handholding support to the stakeholder organisations and NSW Commissionerate that will use the BSW solution and
c. **A capacity building team** that focuses on all participating CLPIAs, other agencies and NSW Commissionerate and assists them to standardise their business procedures and understand and incorporate service level standards within their operations. This capacity building effort should contribute towards effective change management and introduction of automated solutions and interface with BSW operations.

*The requirements for the resources of the **Functional and Technical** team are as follows:-*

No,	Position	Qualifications
1	**Project Manager – International** *[Key Personnel Position mentioned in RFP Vol 1 - Section III – Evaluation and Qualification Criteria]*	▪ Advanced degree in Information Technology, Business or related field ▪ Over 15 years of experience in managing large systems development and deployment projects within Government and/or Public Sector ▪ Experience of handling NSW implementation and deployment ▪ Preferably familiar with World Bank Procurement Standards & Procedures ▪ Must have PMP / PRINCE 2 certificate ▪ Knowledge of ITIL Operations Procedures will be beneficial ▪ Must have proven leadership qualities to lead a team of international experts as well as collaborate with GoB Counterpart Team ▪ Must have excellent communications and report writing skills
2	**Solution and Technology & Architecture Expert – International** *[Key Personnel Position mentioned in RFP Vol 1 - Section III – Evaluation and Qualification Criteria]*	▪ Advanced degree in Information Technology or related field ▪ Over 12 years of experience in managing infrastructure for large systems preferably within Government and/or Public Sector ▪ Over 10 years of experience in designing technology architecture solutions ▪ Must have knowledge of NSW implementation ▪ Must have TOGAF / equivalent certification ▪ Knowledge of ITIL operations procedures ▪ Must have proven leadership qualities to lead a technical team of international experts as well as collaborate with GoB Counterpart Team ▪ Must have excellent communications and report writing skills
3	Software Design & Development Expert	▪ Advanced degree in Information Technology or related field

No,	Position	Qualifications
	– International (Web Development Specialist)	▪ Over 15 years of experience in managing web based software development for large systems preferably within Government and/or Public Sector ▪ Must have Knowledge of NSW implementation ▪ Knowledge of ITIL operations procedures ▪ Must have proven leadership qualities to lead a technical team of international experts as well as collaborate with GoB Counterpart Team
4	Testing & Quality Assurance Expert - International	▪ Advanced degree in Information Technology or related field ▪ Over 10 years of experience in testing of software and quality assurance of technical outputs preferably within Government and/or Public Sector ▪ Test Manager certified ▪ Must have proven leadership qualities to lead a technical team of international experts as well as collaborate with GoB Counterpart Team
5	Configuration & Documentation Expert – International	▪ Advanced degree in Information Technology or related field ▪ Over 10 years of experience in managing infrastructure configurations and security systems for large enterprises preferably within Government and/or Public Sector ▪ Over 10 years of experience of working with complex technical environment consisting of servers, controllers, databases, internet security and related hardware and systems software ▪ Over 10 years of experience of managing software versions, releases and maintaining currency of technical documentation ▪ Knowledge of ITIL operations procedures ▪ Must have excellent communications and report writing skills
6	**Senior Database Designer Cum Administrator – International** *[Key Personnel Position mentioned in RFP Vol 1 - Section III – Evaluation and Qualification Criteria]*	▪ Advanced degree in Information Technology or related field ▪ Over 15 years of experience in designing and managing enterprise level RDBMS preferably within Government and/or Public Sector ▪ Over 10 years of integrating RDBMS with web-based solutions preferably within Government and/or Public Sector ▪ Experience of NSW implementation & Design
7	Security Specialist - International	▪ Advanced degree in Information Technology or related field ▪ Over 10 years of experience in managing enterprise level security environments, of which at least 5 years must be with managing security for web-based solutions, preferably within Government and/or Public Sector ▪ Requisites Security Certifications
8	*Other Experts – as required*	In addition to the above key roles, the technical team may have other team members for the following areas; • *Business Needs Analysis* • *Solution Design*

No,	Position	Qualifications
		• *Database Administration* • Programming • Technical support • Documentation • Testing • *Systems Software & Data Communications support* • *Systems security configuration and monitoring* • *Office Administration* Any other roles that may be deemed necessary for the project.

*The requirements for the resources of the **Implementation team** are as follows:-*

No,	Position	Qualifications
1	**Development and Implementation Team Leader - International** *[Key Personnel Position mentioned in RFP Vol 1 - Section III – Evaluation and Qualification Criteria]*	▪ Graduate or advanced degree in Information Technology, Business or related field ▪ Over 15 years of experience in managing large projects within Government and/or Public Sector ▪ Must have prior experience in developing change and communication strategy during major change process preferably in Government Sector ▪ Must have prior experience of implementing web based solutions that involved substantial Change and Communication Management Leveraging Business Process Re-engineering and/or Improvement initiatives ▪ Preferably familiar with World Bank Procurement Standards & Procedures ▪ Must have proven leadership qualities to lead the implementation team as well as collaborate with GoB Counterpart Team ▪ Must have excellent communications and report writing skills
2	Communications &Training Specialist - National	▪ Advanced degree in Education or related field ▪ Over 10 years of experience of working in and/or advising in the area of training and communications in Government reform ▪ Must have prior experience in developing change and communication strategy during major change process preferably in Government Sector ▪ Must have prior experience in executing and coordinating change and communication strategy during major change process preferably in Government Sector ▪ Must have prior experience in sustaining communications (internal and external) in major organisations preferably in Government ▪ Must have prior experience in training needs analysis and design, especially in Government Sector ▪ Must have excellent communications and report writing skills
3	Change Management Expert - International	▪ Advanced degree in Communications, Education or related field ▪ Over 5 years of experience of working in and/or advising in the area of business process improvement and change management in Government reform ▪ Must have prior experience in executing and coordinating change and communication strategy during major change process preferably in Government Sector ▪ Must have prior experience in sustaining communications (internal and external) in major organisations preferably in Government ▪ Must have excellent communications and report writing skills
4	**Expert in International Trade**	▪ Advanced degree in Economics, Accounting, Business Management or related field ▪ Over 15 years of experience in the Customs sector

No,	Position	Qualifications
	& Tariffs - International *[Key Personnel Position mentioned in RFP Vol 1 - Section III – Evaluation and Qualification Criteria]*	▪ Must have prior experience in developing risk management strategies ▪ Must have prior experience of working with risk management automated solutions ▪ Must have prior experience of business process improvement through devising risk management methods for large customs operations ▪ Preferably familiar with World Bank Procurement Standards & Procedures ▪ Must have excellent communications and report writing skills
5	**BSW Operation Expert – International** *[Key Personnel Position mentioned in RFP Vol 1 - Section III – Evaluation and Qualification Criteria]*	▪ Advanced degree in Economics, Accounting, Business Management or related field ▪ Over 15 years of experience in senior management roles, preferably in public sector ▪ Must have prior experience in planning for outsourced ICT operations ▪ Must have prior experience of monitoring and assessing performance of PPP operations ▪ Must have preferably led an outsourced ICT operation in a similar area before ▪ Preferably familiar with World Bank Procurement Standards & Procedures ▪ Must have excellent communications and report writing skills
6	Other Experts	In addition to the above key roles, the implementation team may have other team members for the following areas : • Technical Document Writers to prepare documents, if required • Trainers and workshop facilitators • Information gathering • Liaison and communications with people in GAs as relevant • Document Translator(s), if required, to translate existing documents into English, as required and to provide documentation for review by GoB in Bengali Any other roles that may be deemed necessary for the project.

*The requirements for the resources of the **Capacity building team** are as follows: -*

No,	Position	Qualifications
1	**Change Management and Capacity Building Team Leader – International**	▪ Advanced degree in Training management or change management or Human Resource management or related field ▪ Must have at least 10 years of experience of carrying out performance improvement and/or organisational transition in a government sector, preferably in the area of trade facilitation

No,	Position	Qualifications
	[Key Personnel Position mentioned in RFP Vol 1 - Section III – Evaluation and Qualification Criteria]	▪ Must be experienced in transition of organisation charts and be able to define/align job descriptions to work effectively with automated systems solutions ▪ Must have excellent communications and report writing skills
2	Business Process Improvement - International	▪ Advanced degree in Communications, Education or related field ▪ Over 5 years of experience of working in and/or advising in the area of business process improvement and change management in Government reform ▪ Must have prior experience in executing and coordinating change and communication strategy during major change process preferably in Government Sector ▪ Must have prior experience in sustaining communications (internal and external) in major organisations preferably in Government ▪ Must have excellent communications and report writing skills
3	Capacity Building Coach - National	▪ Degree in Education, Psychology or related field ▪ Over 10 years of experience developing HR Planning in major organizations ▪ Must have prior experience in HR needs analysis, especially for Government agencies ▪ Must be familiar with tools & techniques of managing HR issues related to major change within organisations ▪ Must have excellent communications and report writing skills ▪ Fluency in Bengali is **essential**.
4	Other Experts - National	In addition to the above key roles, the implementation team may have other team members for the following areas; • Technical Document Writers to prepare documents • Trainers and workshop facilitators • Information gathering • Liaison and communications with people in GAs as relevant • Document Translator(s), if required, to translate existing documents into English and/or Bengali, as required and to provide documentation for review by GoB in Bengali Any other roles that may be deemed necessary for the project.

Sl No.: Sl-15.
RFP Reference: Volume 2. Section VII: Requirements of Information System.
Para 9.1. List of Trainings to be provided - Page 223.

Issued RFP:

Below is the mapping of resources with the proposed training:

Sl. No	Name of Training	Resources to get trained	Training responsibility
1.	Sensitization Workshop	Resources of all levels below Director	Supplier
2.	Executive Level Training	PIU, Directors and above from NBR and Ministry	Supplier
3.	Role Based User Training	All related resources of Regulatory Authority Stakeholders based on their roles	Supplier
4.	Trading Community Stakeholders Training	Representatives from all private agencies and business houses involved in export and import	Supplier
5.	Training of Trainer (ToT)	Top 10 highest scoring resources of "Basic computer training" and "Role based training" from each Regulatory Authority Stakeholder	Supplier
6.	Risk Management Training	Representatives from each of the Custom Houses, central risk management team from NBR, each participating agency for the BSW system and every new entrant to the system	Supplier
7.	System Administration and Troubleshooting Training	*30 resources identified at NBR based on the qualification, technical background and inclination to BSW technology*	Supplier
8.	Detailed code design and architecture Training (Front end & Back end)	20 resources identified at NBR based on the qualification, technical background, required front end & back end code level knowledge	Supplier

As Amended:

Below is the mapping of resources with the proposed training:

Sl. No	Name of Training	Resources to get trained	Training responsibility
1.	Sensitization Workshop	Resources of all levels below Director	Supplier
2.	Executive Level Training	PIU, Directors and above from NBR and Ministry	Supplier
3.	Role Based User Training	All related resources of Regulatory Authority Stakeholders based on their roles	Supplier
4.	Trading Community Stakeholders Training	Representatives from all private agencies and business houses involved in export and import	Supplier
5.	Training of Trainer (ToT)	Top 10 highest scoring resources of "Basic computer training" and "Role based training" from each Regulatory Authority Stakeholder	Supplier
6.	Risk Management Training	Representatives from each of the Custom Houses, central risk management team from NBR, each participating agency for the BSW system and every new entrant to the system	Supplier
7.	System Administration and Troubleshooting Training	*40 resources from Regulatory Agencies based on the qualification, technical background and inclination to BSW technology*	Supplier
8.	Detailed code design and architecture Training (Front end & Back end)	20 resources identified at NBR based on the qualification, technical background, required front end & back end code level knowledge	Supplier
9.	*Certification Training*	*20 resources identified at NBR for Certification Training*	*Supplier*

Sl No.: Sl-16.

RFP Reference: Volume 2. Section VII: Requirements of Information System (Page 229-232)

Issued RFP:

9.2.1. Training Curriculum

Sl. No	Training Name	Course Topics	Training Curriculum	Mode of Training
1	**Role Based User Training for BSW system**	Introduction to the BSW system	1. Overview of BSW system 2. Components of the system 3. Various modules available in the system 4. External and internal applications integrated with BSW system	• Classroom Training
2		Trading Community Workbench	The detail curriculum will be prepared by the Supplier. The Curriculum must cover the Modules and topics mentioned in the SRS document that will be prepared by the Supplier.	• Classroom Training • Computer based Training (CBT) • Online Training • Audio Visual Training
3		Government Agency Workbench		
4		CLP Application, Processing, Issuance		
5		Arrival Report		
6		*Manifest Submission for Sea, Air & Land*		
7		*Declaration Lodgment*		
8		Cargo Release & Exit Note		
9		Payment		
10		Call Center		
11		Risk Management		
12		*Valuation*		

Sl. No	Training Name	Course Topics	Training Curriculum	Mode of Training
13		*Database*		
		Case Management		
14		*Laboratory Management*		
15		MIS Reporting		
16		Mobile Application		
17		Other Modules		
18	**Training of Trainers**	Training Skills – An overview	1. Role of a trainer 2. Skills require for a trainer 3. Communication Skill Checklist	• Classroom Training
19		Tools of a trainer	1. Use of Voice 2. Use of Eyes 3. Use of Ears	• Classroom Training
20		How to give a demonstration	1. Prepare for the demonstration 2. Give the demonstration 3. Summarize the demonstration 4. Enhance presentation and training	• Classroom Training • Computer based Training (CBT)
21		Managing Question for effective training	1. Situation analysis and response accordingly 2. Trainers Code of Conduct	• Classroom Training • Computer based Training (CBT)
22		Functional and reporting overview of BSW system	1. Functionality of BSW covering all the existing business processes 2. Generation of custom reports and use of custom dashboards	• Classroom Training • Computer based Training (CBT)

Sl. No	Training Name	Course Topics	Training Curriculum	Mode of Training
23	**Risk Management Training**	Setting the Context	1. What is Risk Management? 2. Customs Responsibilities 3. Challenges faced by Customs 4. Managing risk in the Customs Context 5. Objectives and Principles of risk management 6. Benefits and Costs of risk management 7. Legal basis of implementing risk management	• Classroom Training
24		Process of Risk Management	1. Risk management cycle 2. Risk Assessment 3. Risk Identification 4. Risk Analysis 5. Risk Profile Development 6. Case Studies	• Classroom Training
25		Risk Evaluation and Treatment	1. Risk Selectivity Policy Model 2. Risk Evaluation 3. Risk Treatment Strategy 4. Risk Monitoring & Review 5. Risk Communication and Reporting 6. Compliance Management 7. Case Studies	• Classroom Training
26	**System Administration & Troubleshooting Training**	Client Hardware and Application Troubleshooting	1. Identification of Hardware and basic troubleshooting of the same 2. Operating System Overview & Basic troubleshooting of OS 3. Basic troubleshooting of the software applications	• Classroom Training • Computer based Training (CBT)

Sl. No	Training Name	Course Topics	Training Curriculum	Mode of Training
			4. Computer System Architecture and its Management 5. Patch Management	
27		BSW system Troubleshooting	1. Admin module training 2. Basic database management 3. Basic system configuration 4. User creation, deletion, transfer management 5. IT inventory management 6. Call log management	
28		BSW system Hosting Infrastructure Monitoring	1. Understand the server reports 2. Understand the EMS reports 3. Understand the NMS report	
29	**Certification Training**	1. Training and Certification of officials to ensure smooth operation of BSW post exit of the Supplier. 2. Good practice study of National Single Window applications	1. Training and Certification of officials to ensure smooth operation of BSW post exit of the Supplier. 2. Good practice study of National Single Window applications	• Classroom Training • Computer Based Training (CBT)

As Amended:

9.2.1. Training Curriculum

Sl. No	Training Name	Course Topics	Training Curriculum	Mode of Training
1	**Role Based User Training for BSW system**	Introduction to the BSW system	1. Overview of BSW system 2. Components of the system 3. Various modules available in the system 4. External and internal applications integrated with BSW system	• Classroom Training
2		Trading Community Workbench	The detail curriculum will be prepared by the Supplier. The Curriculum must cover the Modules and topics mentioned in the SRS document that will be prepared by the Supplier.	• Classroom Training • Computer based Training (CBT) • Online Training • Audio Visual Training
3		Government Agency Workbench		
4		CLP Application, Processing, Issuance		
5		Arrival Report		
6		Cargo Release & Exit Note		
7		Payment		
8		Call Center		
9		Risk Management		
10		MIS Reporting		
11		Mobile Application		
12		Other Modules		
13	**Training of Trainers**	Training Skills – An overview	1. Role of a trainer 2. Skills require for a trainer 3. Communication Skill Checklist	• Classroom Training

Sl. No	Training Name	Course Topics	Training Curriculum	Mode of Training
14		Tools of a trainer	1. Use of Voice 2. Use of Eyes 3. Use of Ears	• Classroom Training
15		How to give a demonstration	1. Prepare for the demonstration 2. Give the demonstration 3. Summarize the demonstration 4. Enhance presentation and training	• Classroom Training • Computer based Training (CBT)
16		Managing Question for effective training	1. Situation analysis and response accordingly 2. Trainers Code of Conduct	• Classroom Training • Computer based Training (CBT)
17		Functional and reporting overview of BSW system	1. Functionality of BSW covering all the existing business processes 2. Generation of custom reports and use of custom dashboards	• Classroom Training • Computer based Training (CBT)
18	**Risk Management Training**	Setting the Context	1. What is Risk Management? 2. Customs Responsibilities 3. Challenges faced by Customs 4. Managing risk in the Customs Context 5. Objectives and Principles of risk management 6. Benefits and Costs of risk management 7. Legal basis of implementing risk management	• Classroom Training
19		Process of Risk Management	1. Risk management cycle 2. Risk Assessment	• Classroom Training

Sl. No	Training Name	Course Topics	Training Curriculum	Mode of Training
			3. Risk Identification 4. Risk Analysis 5. Risk Profile Development 6. Case Studies	
20		Risk Evaluation and Treatment	1. Risk Selectivity Policy Model 2. Risk Evaluation 3. Risk Treatment Strategy 4. Risk Monitoring & Review 1. Risk Communication and Reporting 2. Compliance Management 3. Case Studies	• Classroom Training
21	**System Administration & Troubleshooting Training**	Client Hardware and Application Troubleshooting	1. Identification of Hardware and basic troubleshooting of the same 2. Operating System Overview & Basic troubleshooting of OS 3. Basic troubleshooting of the software applications 4. Computer System Architecture and its Management 5. Patch Management	• Classroom Training • Computer based Training (CBT)
22		BSW system Troubleshooting	1. Admin module training 2. Basic database management 3. Basic system configuration 4. User creation, deletion, transfer management 5. IT inventory management 6. Call log management	
23		BSW system Hosting Infrastructure Monitoring	1. Understand the server reports 2. Understand the EMS reports	

Sl. No	Training Name	Course Topics	Training Curriculum	Mode of Training
			3. Understand the NMS report	
24	**Certification Training**	1. Training and Certification of officials to ensure smooth operation of BSW post exit of the Supplier. 2. Good practice study of National Single Window applications	1. Training and Certification of officials to ensure smooth operation of BSW post exit of the Supplier. 2. Good practice study of National Single Window applications	• Classroom Training • Computer Based Training (CBT)
25	*Detailed code design and architecture Training (Front end & Back end)*	*1. Training to ensure effective hands-on coding, knowledge transfer on the front-end code as well as backend database*	*1. Training on Detailed code design and architecture Training (Front end & Back end)*	• *Classroom Training* • *On Job Training*

Sl No.: Sl-17.
RFP Reference: Volume 2. Section VII: Requirements of Information System (Page 232-233)

Issued RFP:

Para 9.2.2. Training Calendar

The below tables provide the tentative training calendar for the trainings to be conducted during the BSW pre-implementation and implementation period. The master trainers, who would receive ToT training, would be identified as part of the *basic computer training* and role based user training activity.

Regulatory Authority	No. of Trainees/Participants for different Training Types						
	Sensitization	Executive Level User	Role Based User	Risk Management User	Training of Trainers	System Admin.	Certification Training
NBR Customs	40	40	125	40	20	15	15
NBR Non-Customs	20	30	50	-	10	5	5
CLPIAs	*400*	*-*	*1720*	*75*	*90*	-	
Sea Port Authorities	80	5	225	10	10	5	
Airport Authority	30	5	100	5	10	5	
Land Port Authorities	80	5	200	10	10	5	
Sea Port Operator	20	-	80	-	10	-	
Airport Operator	20	-	75	-	10	-	
River Port Authority	20	5	100	5	10	5	
River Port	20	-	80	-	10	-	

Regulatory Authority	No. of Trainees/Participants for different Training Types						
	Sensitization	Executive Level User	Role Based User	Risk Management User	Training of Trainers	System Admin.	Certification Training
Operator							
Financial Institutions	20	5	75	10	10	-	
Total	*750*	*100*	*2830*	*155*	*200*	40	20

As Amended:

Para 9.2.2. Training Calendar

The below tables provide the tentative training calendar for the trainings to be conducted during the BSW pre-implementation and implementation period. The master trainers, who would receive ToT training, would be identified as part of the role based user training activity.

Regulatory Authority	No. of Trainees/Participants for different Training Types							
	Sensitization	Executive Level User	Role Based User	Risk Management User	Training of Trainers	System Admin.	Certification Training	*Detailed code design and architecture Training (Front end & Back end)*
NBR Customs	40	40	125	40	20	15	15	*20*
NBR Non-Customs	20	30	50	-	10	5	5	
CLPIAs	*440*	-	*1820*	*85*	*100*	-		
Sea Port Authorities	80	5	225	10	10	5		

Regulatory Authority	No. of Trainees/Participants for different Training Types							
	Sensitization	Executive Level User	Role Based User	Risk Management User	Training of Trainers	System Admin.	Certification Training	*Detailed code design and architecture Training (Front end & Back end)*
Airport Authority	30	5	100	5	10	5		
Land Port Authorities	80	5	200	10	10	5		
Sea Port Operator	20	-	80	-	10	-		
Airport Operator	20	-	75	-	10	-		
River Port Authority	20	5	100	5	10	5		
River Port Operator	20	-	80	-	10	-		
Financial Institutions	20	5	75	10	10	-		
Total	*790*	*95*	*2930*	*165*	*210*	40	20	*20*

Sl No.: Sl-18.
RFP Reference: Volume 2. Section VII: Requirements of Information System.
Para 9.2.2. Training Calendar- Page 235.

Issued RFP:

The summary of the Training Calendar, considering the above users, is provided below -

Training	Duration	Location	Batch Size	Batch Count
Sensitization Workshop	08 hrs.	01	*150*	*05*
Executive Level Officials' Training	06 hrs.	01	*50*	*02*
Role-Based User Training	80 hrs.	05	*25*	*113*
Trading Community Stakeholder Training	08 hrs.	04	100	25
Training of Trainers (ToT)	32 hrs.	03	*25*	*8*
Risk Management Training	32 hrs.	02	*20*	*8*
System Administration & Troubleshooting	80 hrs.	01	*20*	*02*

As Amended:

The summary of the Training Calendar, considering the above users, is provided below -

Training	Duration	Location	Batch Size	Batch Count
Sensitization Workshop	08 hrs.	01	*100*	*8*
Executive Level Officials' Training	06 hrs.	01	*20*	*5*
Role-Based User Training	80 hrs.	05	*30*	*98*
Trading Community Stakeholder Training	08 hrs.	04	100	25
Training of Trainers (ToT)	32 hrs.	03	*30*	*7*
Risk Management Training	32 hrs.	02	*30*	*6*
System Administration & Troubleshooting	80 hrs.	01	*20*	*2*
Certification Training	*32 hrs.*	*02*	*10*	*2*

Detailed code design and architecture Training (Front end & Back end)	960 hrs.	01	10	2

All other terms and conditions of RFP No. NBR-RFP-1A shall remain unchanged. This Addendum No. 1 shall be considered an integral part of the RFP document and shall be binding on all Proposers who have obtained the RFP document from the Purchaser in accordance with ITP 7.3.

You are requested to acknowledge the receipt of this Addendum.

(Zakia Sultana)
Project Director
Bangladesh Regional Connectivity Project-1:
National Single Window Implementation & Strengthening Customs Modernization
Email: pdnsw.nbr@gmail.com